



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Frederic P. Messinger and Bruce E. Nevin

Application No.: 09/345,903 Group: 2174

Filed: July 1, 1999 Examiner: Tran, Mylinh T.

Confirmation No.: 1807

For: METHOD AND APPARATUS FOR SOFTWARE TECHNICAL SUPPORT AND TRAINING

CERTIFICATE OF MAILING OR TRANSMISSION

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as First Class Mail in an envelope addressed to Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, or is being facsimile transmitted to the United States Patent and Trademark Office on:

Feb. 4, 2004

Date

Elaine Leahy

Signature

Elaine Leahy

Typed or printed name of person signing certificate

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Technology Center 2100

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Transmitted herewith is an Amendment for filing in the above-identified application.

[] Small entity status of this application under 37 C.F.R. 1.9 and 1.27 has been established by a Small Entity Statement previously submitted.

[] A Small Entity Statement to establish small entity status under 37 C.F.R. 1.9 and 1.27 is enclosed.

The fee has been calculated as shown below:

	(COL. 1)		(COL. 2)		(COL. 3)
	CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NO. PREVIOUSLY PAID FOR	PRESENT EXTRA	
TOTAL	34	MINUS	*	34	0
FIRST PRESENTATION OF MULTIPLE DEP. CLAIM					

* not fewer than 20

** not fewer than 3

SMALL ENTITY		OTHER THAN SMALL ENTITY	
	RATE	ADDET. FEE	
X	\$ 9	\$	
X	\$43	\$	
+	\$145	\$	
OR			
X	\$18	\$ 0	
X	\$86	\$ 0	
+	\$290	\$ 0	

TOTAL = \$ 0

TOTAL = \$ 0

09/345,903

-2-

Please charge Deposit Account No. 08-0380 for the following fees:

<input type="checkbox"/>	Petition for [] month Extension of Time	\$ _____
<input type="checkbox"/>	Amendment Fee	\$ _____
<input type="checkbox"/>	Other Fees:	\$ _____
		\$ _____
		\$ _____
		\$ _____
		TOTAL: \$ <u> 0 </u>

A check is enclosed in payment of the following fees:

<input type="checkbox"/>	Petition for [] month Extension of Time	\$ _____
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		\$ _____
		\$ _____
		\$ _____
		TOTAL: \$ <u> 0 </u>

A general authorization is hereby granted to charge Deposit Account No. 08-0380 for any fees required under 37 C.F.R. 1.16 and 1.17 in order to maintain pendency of this application. A copy of this authorization is enclosed for accounting purposes.

Respectfully submitted,

HAMILTON, BROOK, SMITH & REYNOLDS, P.C.

By Mark B. Solomon
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Dated: 2/4/04

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Feb. 4, 2004 Elaine Leahy

Date Signature

Elaine Leahy

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AMENDMENT

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Technology Center 2100

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

This Amendment is being filed in response to the Office Action mailed from the U.S. Patent and Trademark Office on November 6, 2003 in the above-identified application. Reconsideration and further examination are requested.

Please amend the application as follows: